



# Best Practices 2000

U.S. Department of Housing and Urban Development  
**PACIFIC/HAWAII EDITION**

February 2000

<http://www.hud.gov/bestpractices.html>

Issue No. 1

**W**elcome to the first issue of **Best Practices 2000 – “the Pacific/Hawaii way.”** This is the first of our new monthly Best Practices Newsletters specifically catering to the Pacific/Hawaii area of the United States. Just as the nationally-focused Best Practices 2000 newsletter highlights the 1999 “Best of the Best” top 100 best practices from across the country, this newsletter will share with you information about the FY 1999 “Simply the Best” award winners from

the Pacific/Hawaii area. In each monthly issue you can look forward to reading about the exemplary professional practices of housing and community development practitioners across the geographical area. Last year, we had a total of 20 award recipients, so we have a lot of interesting details to share with you - from specific information on the techniques used to establish the programs



or projects, to news articles and even photographs. We've listed all the 1999 “Best of the Best” and “Simply the Best” award

recipients from the Pacific Hawaii area in this issue. There's also a photo gallery of the “Simply the Best” winners receiving their awards at the Departmental Best Practices and Technical Assistance Symposium in Kansas City, Missouri, this past July.

In sharing with you these examples of innovation and creativity, we hope to raise the standard for housing and community development by learning from and building upon the successes of our partners. We hope you enjoy the newsletter and look forward to sharing these wonderful models of community success with you.

**Art Agnos, Secretary's Representative  
Pacific/Hawaii**

## **Congratulations To You, Our 1999 “Best of the Best” and 1999 “Simply The Best” Award Winners “You Make Your Community Partners Proud”**

### **“Hats Off” To Our 1999 “Best of the Best” Award Winners**

1. The Slumford Task Force, Phoenix, AZ
2. Casa Alegra, Tucson, AZ
3. Casa Heiwa, Los Angeles, CA
4. GLAD Deaf Services Center, Los Angeles, CA
5. RMC Management On-Site Hotels, Los Angeles, CA
6. University Muslim Medical Association, Los Angeles, CA
7. Acorn-Prescott Neighborhood Transportation Plan, Oakland, CA
8. Bay Area Video Coalition, San Francisco, CA

9. Geneva Towers/Heritage Homes, San Francisco, CA
10. Los Angeles Business Development Consortium, Van Nuys, CA
11. City of Vista Townsite Area, Vista, CA
12. Honolulu Weed and Seed, Honolulu, HI
13. Section 8 and Public Housing Calendar, Reno, NV



**Pacific/Hawaii “Simply The Best” winners**

### **“Simply The Best” Winners**

1. Arizona Fair Housing Partnership, Phoenix, AZ
2. Northwest Organization for Voluntary Alternatives Safe Havens, Phoenix, AZ
3. State of Arizona Annual Report, Phoenix, AZ
4. Hawaii Continuum of Care Coalition, Honolulu, HI
5. The ABC Fund, State of Hawaii
6. Fair Housing Compliance Administration, Las Vegas, NV
7. Rural Economic Development and Housing Forum, Reno, NV

## *Simply the Best!*



**Secretary's Representative Art Agnos and Fair Housing Compliance Administrator William Thorne, Las Vegas, NV**

**Secretary's Representative Art Agnos, Jody Ernst, Jim Cline – Rural Economic Development and Housing Forum, Reno, NV**



**Arizona Fair Housing Partnership Rebecca Flannagan and Sharon Atwell, Phoenix, Arizona, accompanied by Secretary's Representative Art Agnos.**

### **Fair Housing Compliance Administrator**

The Greater Las Vegas Association of Realtors became the first association in the United States to hire a fair housing compliance administrator to deal exclusively with fair housing issues. This was done to alleviate concerns that discriminatory language may possibly have been used in its Multiple Listing Service (MLS) and with potential fair housing violations by its members.

Las Vegas, NV

### **State of Arizona Annual Report**

This report documents what the Arizona HUD Offices (located in Phoenix and Tucson) do and how their programs affect the State's economy and housing production. In great demand, the report has been a valuable aid in restoring public trust by showcasing accomplishments, quantifying results, and educating the public about how HUD programs help real people. The report is posted on the Web and distributed to HUD partners and other interested parties.

Phoenix, Arizona

### **Rural Economic Development and Housing Forum**

The HUD Community Builders in Reno have launched a comprehensive initiative to conduct a series of rural housing and economic development roundtables. The goal is to establish community-based plans of action that are responsive to local housing and community development needs. Results include new local action plans, measurable increases in local rural capacity, the development of new housing, and an increase in the number of persons counseled.

Reno, Nevada

### **The ABC Fund**

Agenda for Building Community Fund was established in 1999, as a direct outcome of the Empowerment Zone/Enterprise Community process initiated by communities in all four counties in the State of Hawaii as well as the city of Honolulu. Instead of supporting categorical funding, the ABC Fund chooses to support community-building initiatives developed from the ground up. The focus is on initiatives that address the vital systemic issues within a community, result in long-term improvement, and increase the capacity for achieving community goals. The first funding round is targeted to community-driven efforts emerging throughout the State of Hawaii via the Empowerment Zone planning process.

State of Hawaii

### Section 8 and Public Housing Calendar

Since 1989, the Reno Housing Authority has published annual calendars for all residents of its Section 8 and public housing programs. In addition to giving program information, the calendars feature pictures of residents and staff, and useful information about community resources available to residents. This initiative is a strong networking and communication tool that benefits the whole community and has led to increased attendance at resident council meetings and timely rent payments.

Reno, NV

### Northwest Organization for Voluntary Alternatives Safe Havens

The Northwest Organization for Voluntary Alternatives (NOVA) Safe Havens program has served more than 1,300 homeless individuals since its inception in January 1996. The NOVA Safe Havens program is providing an alternative for the most difficult-to-serve homeless subpopulation, many of whom would be in jails, prisons, or psychiatric hospitals without the program.

Phoenix, AZ

### Hawaii Continuum of Care Coalition

Through cooperative efforts with County governments and non-profit providers, Hawaii has created a Continuum of Care Program that brings together all entities involved with delivering services to the State's homeless population. This approach has helped to eliminate duplication of services and ensured the effective and efficient use of scarce Federal and State resources.

State of Hawaii



Secretary's Representative Art Agnos, Northwest Organization for Voluntary Alternatives Safe Havens Steve Carter and Mary O'Connor, Phoenix AZ

## *More of the Best!*



Secretary's Representative Art Agnos, Hawaii Continuum of Care Coalition Donald Lau and Sandra Mizosha, Honolulu, HI

Yes, I would like to be placed on the Building A Better Tomorrow, HUD's Best Practices and Technical Assistance Forum newsletter mailing list. (Please print) Send the form to the Newsletter Editor.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

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We are proud of your accomplishments in the Pacific/ Hawaii area, and would like to share this information so that it can be replicated, making it possible to “Build A Better Tomorrow” for all.

Please help us do this by submitting articles for inclusion in your local newsletter using the following general guidelines:

1. Submit articles only on those “Simply The Best” winners listed on the 1st page of this newsletter.
2. Your submission should include:
  - Specific details on techniques used to establish the program/project (i.e., program mission, funding sources, marketing strategy, success rate, number of participants enrolled, pitfalls, number of full-time staff employed to carry out project, use of outside consultants/subcontractors, the need the activity will fill in the community) and any other information that may be used as a blueprint for replication.
  - Photographs of the facility or activity, local or national articles written on the project, and the program write-up submitted with your Best Practices nomination application. Please note: we are unable to return photographs, so please send copies. If you take photographs, please use black and white film (however, color photographs can be accepted).
  - A Best Practices Coordinator contact person, including telephone number and e-mail address.
  - All articles must be received no later than the first of each month, although, we welcome articles in advance. Articles must be submitted through your Secretary’s Representative or Senior Community Builder via their designated Best Practices Coordinator, or to the newsletter editor at the address listed below or via e-mail.

## **The Building A Better Tomorrow - Best Practices and Technical Assistance Forum Staff**

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